

CFSC-BPC

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Memorandum of Instruction - 2000 James A. Carroll, Jr., Award for Excellence in Club Management and Excellence in Management Award for Bowling Centers, Golf Courses, Leisure Travel Offices, Food, Beverage and Entertainment Facilities (FBE), and Recycling Programs

1. The Carroll Award and Excellence in Management Awards, sponsored by the United States Army Community and Family Support Center (USACFSC), are awarded annually for excellence in management of Army clubs, bowling centers, golf courses, leisure travel offices, food, beverage and entertainment facilities, and recycling programs. The award for excellence in club management is named in honor of the late James A. Carroll, Jr., who was a leader in the Army food service and club management fields.
2. An award will be given in 23 categories in accordance with enclosure one.
3. The awards will be formally presented at the respective program trade conferences scheduled throughout 2001. The costs for the award recipients to attend the program conferences will be funded by CFSC. Travel funding citations and instructions will be issued from the respective CFSC Program Manager.
4. To nominate a manager, complete the nomination packet at enclosure two and forward it for Major Army Command (MACOM) endorsement. The MACOM will endorse all nominations and forward to CFSC Business Programs for presentation to the Awards Selection Panel. Each MACOM should forward all submissions and reserve the selection process for the selection panel. Winners from the previous FY are not eligible.
5. A maximum of ten supplemental information pages (8.5x11) may be included in the nomination packet. That includes all separate photographs and samples. In the interest of equity, no videos are accepted for review.
6. The criteria for nomination in the Most Improved Facility category requires significant financial performance improvement, such as reducing fund losses, even if the facility is not meeting current standard or benchmark.
7. The category winners will be selected by the Carroll – Excellence in Management Award Selection Panel made up of representatives from at least five, and no more than seven selected MACOMs. The panel members are selected to participate based on a rotation system. Each MACOM will fund the TDY costs to participate in the selection panel.

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8. The scoring sheet at enclosure three reflects the areas of interest that are used by representatives of the Award Selection Panel to judge nominations. In order to ensure consistent scoring, the panel may elect to make small adjustments to the point values of each subject item or performance factor at the selection review meeting prior to actual scoring of the nomination packets.
9. Nominations must be received at CFSC Business Programs (Attn: Ernie Taylor) not later than 17 November 2000. The selection panel will meet in Alexandria, Virginia during the period 18-20 December 2000 and make selections based on the set criteria.
10. The award winners will be announced in early January 2001, notified in writing through the MACOM, and asked to schedule attendance at their respective program conference.
11. Each award winner will be presented a glass engraved award, certificate and plaque. Nominees not selected will receive a certificate recognizing their nomination.
12. The USACFSC point of contact for the award program is Mr. Ernie Taylor, DSN 761-5204 or (703) 681-5204.

3 Encls

PETER F. ISAACS
Chief Operating Officer

DISTRIBUTION:

COMMANDER

U. S. ARMY EUROPE AND SEVENTH ARMY, ATTN: AEAGA-G
U. S. ARMY FORCES COMMAND, ATTN: AFPI-MWR
U. S. ARMY TRAINING AND DOCTRINE COMMAND, ATTN: ATBO-F
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U. S. ARMY PACIFIC COMMAND, ATTN: APPE-CFA
EIGHTH U. S. ARMY, ATTN: EAGA
U. S. ARMY MILITARY DISTRICT OF WASHINGTON, ATTN: ANPE
U.S. ARMY SOUTH, ATTN: SOCS

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DISTRIBUTION: (CONT)

U.S. ARMY MEDICAL COMMAND, ATTN: MCPE-H

U.S. ARMY MILITARY TRAFFIC MANAGEMENT COMMAND, ATTN: MTPAL-HR

U.S. ARMY INTELLIGENCE AND SECURITY COMMAND, ATTN: IAPE-HR

U.S. ARMY TEST AND EVALUATION COMMAND, ATTN: ATEC-CFA

DIR, DEFENSE LOGISTICS AGENCY, ATTN: CAHMQ

SUPERINTENDENT, U.S. MILITARY ACADEMY, ATTN: MAPA

JAMES A. CARROLL, JR., AWARD – EXCELLENCE IN MANAGEMENT AWARD
CATEGORIES

Officers' Club under \$1M annual revenue
Officers' Club over \$1M annual revenue
NCO Club under \$1M annual revenue
NCO Club over \$1M annual revenue
Community Club under \$750K annual revenue
Community Club over \$750K annual revenue
Food, Beverage and Entertainment Activity under \$750K annual revenue
Food, Beverage and Entertainment Activity over \$750K annual revenue
Theme Concept Outlet under \$750K annual revenue
Theme Concept Outlet over \$750K annual revenue
Golf Course under \$500K annual revenue
Golf Course between \$500K and \$1M annual revenue
Golf Course over \$1M annual revenue
Bowling Center under 14 lanes
Bowling Center between 14-30 lanes
Bowling Center over 30 lanes
Leisure Travel Office under \$300K annual revenue
Leisure Travel Office over \$300K annual revenue
Recycling Center under \$300K annual revenue
Recycling Center over \$300K annual revenue
Most Improved Facility (Financial Performance)
Multi-Facility Manager *New Category*
Business Manager (Community Operations Division) *New Category*

Enclosure 2

This image shows a full page of blank handwriting practice paper. It features multiple sets of horizontal lines spaced evenly down the page. Each set typically consists of three lines: a top blue line, a middle green line, and a bottom red line, providing a guide for letter height and placement. The paper is otherwise completely blank, with no text or markings.

This image shows a single page of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Supervisor's Nomination Endorsement:

Supervisor's Signature: _____
Unit: _____
Address: _____
Telephone: (CML) _____ (DSN) _____
Email: _____

Director's Signature: _____
Unit: _____
Address: _____
Telephone: (CML) _____ (DSN) _____
Email: _____

Commander's Signature: _____
Unit: _____
Address: _____
Telephone: (CML) _____ (DSN) _____
Email: _____

MACOM Director's or Commander's Signature: _____
MACOM: _____
Address: _____
Telephone: (CML) _____ (DSN) _____
Email: _____

The MACOMs will review the installation's nomination(s) and forward with appropriate endorsement (using this form or a memorandum) to Commander, United States Army Community and Family Support Center, ATTN: CFSC-BP (Ernie Taylor), 4700 King Street, Alexandria, VA 22302-4404.

Supplemental Information (maximum of ten 8.5 x 11 pages) describing appropriate accomplishments in the subject items listed below:

- *Provide information on the nominee's significant accomplishments in their direct facility or outlet management position over the period of FY 00 (1 Oct 99 to 30 Sep 00).*
- *Submit detailed information for each of the subject item areas:*
 - Improved Services to the Community (or members)
 - Innovative Services and Programs
 - Employee Training and Awards Programs
 - Improved Food, Beverage and Entertainment Programs
 - Marketing and Advertising Programs
 - Facilities Improvement Programs
 - Financial Improvement
 - Operational Business Plan
 - Meeting/Exceeding Benchmarks and Standards

Awards will be judged based on quantifiable accomplishments that may include:

- Increased sales/decreased operating costs.
- Improved Net Income Before Depreciation (NIBD).
- Increased membership/customer base.
- Innovative and imaginative solutions to operational problems.
- Examples of improved service.
- Improved Bingo Programs.
- Improved Catering and Special Events.
- Innovative soldier or family programs.
- Increased membership/customer satisfaction.
- Improved product quality.
- Marketing and promotional initiatives.
- Improved appearance of the facility.
- Initiatives to upgrade food program.
- Contributions to the quality of life in the military community.
- Improved training and awards programs.
- Improved Entertainment programming.
- Results of sanitation inspections.
- Results of crime prevention surveys.
- Inspector General findings.
- Reduction in audit deficiencies.
- Achievement of targets in strategic business plan.
- Achievement of MWR Board of Directors (BoD) standards.

NOTE: Letters of appreciation, performance appraisals, diplomas, certificates of training, etc., are not to be included with the nomination package. Nominations are presented to the selection panel only in the format outlined and may be contained in a professional presentation folder.

JAMES A. CARROLL, JR., AWARD – EXCELLENCE IN MANAGEMENT AWARD

Nominee:			
Facility:			
<i>Subject Item Selection Review Factors</i>		MAX POINTS	SCORE
Supervisor's Nomination:	50		
- Improved Services to the Community	5		
- Innovative Services and Programs	5		
- Employee Training and Awards Program	5		
- Marketing and Advertising Programs	5		
- Financial Improvement	15		
- Exceeding Benchmarks and Standards	15		
Supplemental Information:	45		
- Improved Services to the Community	5		
- Innovative Services and Programs	5		
- Employee Training and Awards Program	5		
- Marketing and Advertising Programs	5		
- Financial Improvement	15		
- Exceeding Benchmarks and Standards	10		
Nomination Package:	5		
- Completeness, Quality	5		
TOTAL SCORE:			
Director's Endorsement (Check off Item)	0		
Commander's Endorsement (Check off Item)	0		
MACOM Endorsement (Check off Item)	0		
Signature Award Selection Board Member:			
Notes:			